

Patient Pre-Screening Protocol

Below are the guidelines for how to determine which patients to treat and how to pre-screen for maximum patient and staff safety. Essential and emergency cases will be given first priority for the next several weeks. Hygiene and regular preventative care should currently be booked 2-3 weeks out unless access can accommodate sooner.

Appointment Setting and Confirmation Process (Call Center and Offices)

1. Determine if patient calling for routine care or if they have a dental concern
 - a. If routine care – book 2-3 weeks out (unless access permits)
 - b. If concern, proceed to COVID-19 risk questions
2. Ask COVID-19 risk questions – in past 14 days have they:
 - a. Traveled to CDC Level 3 health risk countries
 - b. Exhibited any flu-like symptoms
 - c. Temperature greater than 100.4
 - d. Exposure to anyone with flu-like symptoms

Do they have any of the following Risk factors:

- e. Over 65
- f. Pregnant
- g. Lung condition
- h. Heart condition
- i. High Blood Pressure
- j. Loss of sense of taste or smell
- k. Diabetes
- l. Immune compromised (HIV, cancer, other)

If “Yes” to any of the above, book 14 days out unless emergency
Emergencies handled on case by case based with provider input

Pre-Appointment Screening in Office

1. Greet patient at door
2. Conduct pre-screening interview
 - a. If patient answers “Yes” to any pre-screening questions ask them to reschedule
 - b. Emergencies handled on case by case based with provider input
3. Take patient temperature with Tempa-DOT single use thermometer
4. If below 100.4 record temperature and proceed, if above, ask to reappoint
5. If patient accompanied by family members or friends, planning to wait in the office, must take temperatures of each or request that they wait elsewhere
6. Ask patient to complete/sign the COVID-19 Emergency Treatment Consent Form along with standard treatment consent forms